

Please adopt VRS reimbursement rates that will cover costs for the recruitment and training of qualified interpreters for the VRS environment. Rates should also be adequate to cover further research and development efforts to improve the quality and access of VRS including on how to make VRS satisfy the need of sign language users while making emergency calls.

VRS is wonderful to use. I want to see it become an important real-time communication service. The VRS is for me closer to functional equivalency than other telecommunications services. Please adopt the appropriate rate and regulatory requirements to ensure the continued development of technology and multi-vendoring of VRS.

I have seen a decrease in VRS quality and availability. I need VRS to be able to have full telecommunication access at home and at work. Please adopt the appropriate rate and regulatory requirements to ensure full access and quality services to VRS.

Please do whatever is necessary in order to allow me to access qualified VRS interpreting personnel, thus ensuring language translation accuracy and ability to capture in appropriate visual format the vocal/speech nuances of the hearing party. It is important to have seamless, barrier-free communications with minimal or no lag time, and easy navigation of interactive voice menu systems without need for multiple callbacks.

Please adopt the appropriate rate and regulatory requirements to ensure full access and quality services to VRS. Research is very important, because sometimes we see choppy video while we use VRS. If we can get clear, smooth transmission, this would save us a lot of time because this would reduce unnecessary repetition and misunderstanding. Thanks.

P.S. Deaf/Hard of Hearing absolutely need 24 hours and 7 days a week for Video Relay Service! We don't want to go back to Traditional Relay Service that has already provided 24/7! Video Interpreter deserve to get best benefits rate paid hourly to provide 100% professional interpret our calls at 24/7! FCC need to understand clearly, like how are we able to make VRS call during after hours? How my families, friends, and companies going to be able to give me a call during after hours? You just did take our privilege away from best technologies ever, we don't deserve non-professional interpreter, choppy pictures cause lots of time misunderstood conversation, and from 24/7 to limited hours..The more you make more rules, the more benefits are losing since your POLICIES!! Again you making more new rules.. VRS making it very very long wait to continue the call!! For what I think FCC need to stop making silly rules! And change the way it was before when it was an excellent service IMMEDIATELY!! Again we don't deserve all kinds of crappy rules and lack of services for VRS!